Salesforce Accessibility Conformance Report International Edition

VPAT® (Voluntary Product Accessibility Template®) version 2.5

Name of Product/Version:	Salesforce Personalization Summer '25 (256)
Report Date:	June 2025
Product Description:	Salesforce Personalization provides real-time content recommendations for web, mobile, and messaging channels.
Contact information:	accessibility@salesforce.com
Notes:	The scope of this ACR includes the functionalities/components from Salesforce Personalization: Creating Response templates, Engagement signals, Recommenders, Personalization decisions, Experiments, and Attribution Models. Adding and modifying personalization points and interacting with the Web Agent. For more information, please visit Salesforce Product Accessibility Status at https://www.salesforce.com/company/legal/508_accessibility
Evaluation Methods Used:	Conformance to the listed accessibility standards has been evaluated using a combination of static analysis tools and manual testing with assistive technologies. Testing included a representative sample of different pages, states, and content types. The following operating systems, browsers, toolsets, and screen readers are used for evaluation: Windows 11, JAWS/Chrome, NVDA/Firefox, VoiceOver/Chrome (spot-checks), manual accessibility testing, and keyboard testing with visual focus.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A - Yes Level AA - Yes Level AAA - No
Web Content Accessibility Guidelines 2.1	Level A - Yes Level AA - Yes Level AAA - No
Web Content Accessibility Guidelines 2.2	Level A - Yes Level AA - Yes Level AAA - No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	Yes

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

- **Partially Supports**: Some functionality of the product does not meet the criterion.

- **Does Not Support**: The majority of product functionality does not meet the criterion.

- **Not Applicable**: The criterion is not relevant to the product.

- **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549:

- o Clause 9 - Web
- o Clauses 10.1-10.4 of Clause 10 - Non-Web documents
- o Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
- o Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- ● Revised Section 508:
  - o Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
  - o Chapter 6 - 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the **WCAG 2.1 Conformance Requirements**.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria ● 9.1.1.1 (Web) ● 10.1.1.1 (Non-web document) ● 11.1.1.1.1 (Open Functionality Software) ● 11.1.1.1.2 (Closed Functionality Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: The images included within the Salesforce Personalization have a meaningful text alternative. Non-relevant or decorative images are typically hidden from assistive technologies. However, there are a few exceptions: • Graph content is not available to assistive technologies on the View Personalization Pipeline Analytics page. • Some functional images do not have descriptive names: The 'Expand' buttons on the Simulate Recommender and Modify Personalization Point Content pages. • The decorative image on the New Recommender page is not hidden from assistive technologies.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria ● 9.1.2.1 (Web) ● 10.1.2.1 (Non-web document) ● 11.1.2.1.1 (Open Functionality Software) ● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool)	Web: Not Applicable	Web: Salesforce Personalization does not include pre-recorded audio or video-only content as a default functionality.

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria ● 9.1.2.2 (Web) ● 10.1.2.2 (Non-web document) ● 11.1.2.2 (Open Functionality Software) ● 11.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Not Applicable	Web: Salesforce Personalization does not include any content that requires captions as standard default functionality.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria ● 9.1.2.3 (Web) ● 10.1.2.3 (Non-web document) ● 11.1.2.3.1 (Open Functionality Software) ● 11.1.2.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Not Applicable	Web: Salesforce Personalization does not include any content that requires Audio Description or Media Alternative as standard default functionality.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.1 (Web) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) ● 11.1.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: Salesforce Personalization user interface contains semantic markup (headings, lists, landmarks, etc.) to designate headings and emphasized text. Headings, identity, role, operation, and state help convey the presentation to assistive technologies, enabling them to navigate and understand the content effectively. However, there are some exceptions:

Criteria	Conformance Level	Remarks and Explanations
		• Text styled as headings is not marked up as headings in code: New Engagement Signal, New Recommender, Simulate Recommender, View Personalization Pipeline Analytics, New Experiment, View Attribution Analytics, Modify Personalization Point Content. • Headings do not reflect the content structure: New Engagement Signal, New Experiment. • The group name of options within comboboxes are not announced by assistive technologies: New Engagement Signal, New Recommender, Personalization Decision, New Experiment. • Toggles are represented as checkboxes in code: Personalization Decision, Add a Personalization Point, Modify Personalization Point Content. • Help text is not linked to its respective field in code: Modify Personalization Point Content. • An interactive input has been marked up as read-only in code: New Personalization Point. • Increasing and decreasing value increments on a slider are not announced by assistive technologies:

Criteria	Conformance Level	Remarks and Explanations
		New Personalization Point.
		• Assistive technologies do not announce the middle value of a slider: View Personalization Pipeline Analytics.
		• Related form fields are not grouped in code: Add a Personalization Point.
		• Assistive technologies do not consistently announce the state of a locked field: New Response Template.
		• The name of the dropdowns and text inputs do not include their full visible label: New Experiment.
		• The dropdown component has an incorrect role in the code: New Recommender.
		• Assistive technologies do not announce dropdown options: View Personalization Pipeline Analytics.
		• Unnecessary use of article landmark: New Experiment.
		• The list of options has a misleading name of "grid": View Personalization Pipeline Analytics.
		• Related items are not marked up in a list: New Experiment.
		• Related radio buttons are presented as separate lists: Add a Personalization Point.
		• A table header serves multiple functions: View

Criteria	Conformance Level	Remarks and Explanations
		Personalization Pipeline Analytics. • On MacOS, information presented visually is not available to VoiceOver users: New Engagement Signal. • On MacOS, interactive elements within a table are not announced to VoiceOver users: New Response Template.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.2 (Web) ● 10.1.3.2 (Non-web document) ● 11.1.3.2.1 (Open Functionality Software) ● 11.1.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Salesforce Personalization is developed in a meaningful and correct reading sequence that can be programmatically determined.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.3 (Web) ● 10.1.3.3 (Non-web document) ● 11.1.3.3 (Open Functionality Software) ● 11.1.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Instructions and operating content do not rely on shape, size, visual location, or sound.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document)	Web: Partially Supports	Web: Salesforce Personalization does not rely on color alone to denote meaning or the state of an element.

Criteria	Conformance Level	Remarks and Explanations
● 11.1.4.1 (Open Functionality Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		However, there are some exceptions. ● Toggles rely on color alone to indicate when they receive keyboard focus: Modify Personalization Point Content, Add a Personalization Point.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Not Applicable	Web: Salesforce Personalization does not contain any audio content.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: Most of the functionality of Salesforce Personalization content is operable through a keyboard interface without requiring specific timings for individual keystrokes. However, there are a few exceptions: ● Lazy-loaded content cannot be accessed with a keyboard: View Personalization. Pipeline Analytics. ● Radio buttons are not keyboard accessible: Add a Personalization Point. ● Editable sections are not keyboard accessible: Modify Personalization Point Content.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) ● 11.2.1.2 (Open Functionality Software) ● 11.2.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Salesforce Personalization features support standard keyboard navigation and ensure that keyboard users cannot be trapped in a subset of content. The keyboard focus is not locked or trapped in any page element.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.1.4 (Web) ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software) ● 11.2.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: Salesforce Personalization does not rely on single-character keyboard shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document) ● 11.2.2.1 (Open Functionality Software) ● 11.2.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: Salesforce Personalization does not provide time limits set by the content. However, there is one exception: ● The 'Success' toast notification is dismissed automatically: New Personalization Point.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.2 (Web) ● 10.2.2.2 (Non-web document)	Web: Supports	Web: Salesforce Personalization does not have content that requires being paused, stopped or hidden.

Criteria	Conformance Level	Remarks and Explanations
● 11.2.2.2 (Open Functionality Software) ● 11.2.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) ● 11.2.3.1 (Open Functionality Software) ● 11.2.3.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Salesforce Personalization does not contain any flashes or flashing objects.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.1 (Web) ● 10.2.4.1 (Non-web document) – Does not apply ● 11.2.4.1 (Open Functionality Software) – Does not apply ● 11.2.4.1 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Salesforce Personalization enables users to skip repetitive content blocks when navigating across a set of web pages.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria	Web: Partially Supports	Web: Most web pages in Salesforce Personalization contain

Criteria	Conformance Level	Remarks and Explanations
• 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		page titles that describe the topic or purpose. However, there are a few exceptions: • The page titles are not descriptive of the page topic or purpose: View Personalization Pipeline Analytics, View Attribution Analytics, Add a Personalization Point.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Salesforce Personalization user interface and controls are mostly navigated sequentially when tabbing through elements. The focus order is typically managed in a logical manner. However, there are some exceptions: • Focus is not consistently managed with modal dialogs; users can navigate to the main page content while the modal is open: New Experiment, New Attribution Model, New Recommender, Add a Personalization Point. • Focus is not managed on input: Modify Personalization Point content, New Attribution Model, New Engagement Signal, New Experiment, New Recommender, New Response Template, Personalization Decision, View Personalization Pipeline Analytics. • Focus is not managed on modal page changes: New Response Template, Add a

Criteria	Conformance Level	Remarks and Explanations
		Personalization Point, New Experiment, New Attribution Model, New Engagement Signal, New Recommender. • Focus is not managed when errors are displayed: New Engagement Signal, New Attribution Model, New Response Template, New Personalization Point. • Focus order is not logical: View Personalization Pipeline Analytics, Web Agent, View Attribution Analytics. • Skip link does not move to the target destination: Web Agent. • Static elements receive keyboard focus: New Response Template, New Experiment, New Attribution Model, New Response Template, View Personalization Pipeline Analytics. • Visually hidden elements receive keyboard focus: Modify Personalization Point Content.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Supports	Web: Salesforce Personalization provides a purpose through link text, even when reading out of context.

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.1 (Web) ● 10.2.5.1 (Non-web document) ● 11.2.5.1 (Open Functionality Software) ● 11.2.5.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: Salesforce Personalization can be operated with a single pointer, without multi-point or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) ● 11.2.5.2 (Open Functionality Software) ● 11.2.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: Salesforce Personalization does not include any functionality that can be operated or executed using a single-pointer cancellation.
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.3 (Web) ● 10.2.5.3 (Non-web document) ● 11.2.5.3.1 (Open Functionality Software) ● 11.2.5.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: Salesforce Personalization features user interface components with labels that include the visible text or images of text, visually presented alongside the name of the text. However, there are a few exceptions: • The visible label of comboboxes is different from their names in code: New Engagement Signal, New Recommender, Personalization Decision, New Experiment. • The visible label of the calendar date buttons is different from their names in code: View Attribution Analytics.

Criteria	Conformance Level	Remarks and Explanations
		• The visible label of text inputs is different from their names in code: New Engagement Signal, View Personalization Pipeline Analytics, Web Agent, New Personalization Point. • The visible label for the radio buttons is different to their names in code: Add a Personalization Point. • The visible label of the dropdown does not match its name in code: New Experiment.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) ● 11.2.5.4 (Open Functionality Software) ● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not Applicable	Web: Salesforce Personalization does not contain functionality that can only be operated via device or user motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria ● 9.3.1.1 (Web) ● 10.3.1.1 (Non-web document) ● 11.3.1.1.1 (Open Functionality Software) ● 11.3.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Salesforce Personalization specifies the default language for pages on the HTML
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria	Web: Supports	Web: There are no context changes within the Salesforce

Criteria	Conformance Level	Remarks and Explanations
● 9.3.2.1 (Web) ● 10.3.2.1 (Non-web document) ● 11.3.2.1 (Open Functionality Software) ● 11.3.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		Personalization user interface when components receive focus.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria ● 9.3.2.2 (Web) ● 10.3.2.2 (Non-web document) ● 11.3.2.2 (Open Functionality Software) ● 11.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Changing the setting of core components and features in Salesforce Personalization does not initiate unexpected changes of context.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Help mechanisms across Salesforce Personalization occur in the same order relative to other pages.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria ● 9.3.3.1 (Web) ● 10.3.3.1 (Non-web document) ● 11.3.3.1.1 (Open Functionality Software) ● 11.3.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: Users are visually notified when an input error is detected within Salesforce Personalization data entry forms. However, there is one exception: ● There is no error message when mandatory dropdowns are in error: New Engagement Signal.
3.3.2 Labels or Instructions (Level A) Also applies to:	Web: Partially Supports	Web: The electronic form controls, including input fields,

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria ● 9.3.3.2 (Web) ● 10.3.3.2 (Non-web document) ● 11.3.3.2 (Open Functionality Software) ● 11.3.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		dropdowns, comboboxes, and radio buttons, can be operated and accessed by assistive technologies. The form label elements and instructions within Salesforce Personalization are properly associated and placed in line with the form components. However, there are a few exceptions: • Radio buttons do not have a group label: New Recommender. • Dropdown does not have a visible label: New Experiment. • Button menus do not have a visible label: Add a Personalization Point. • Form field is required but is not indicated visually: New Engagement Signal.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Salesforce Personalization does not require information to be entered multiple times in the same process.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria ● 9.4.1.1 (Web) ● 10.4.1.1 (Non-web document) ● 11.4.1.1.1 (Open Functionality Software) ● 11.4.1.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Salesforce Personalization provides semantically correct markup for all interface elements. The HTML elements used within core features have complete start and end tags. All the HTML elements are properly nested, and the markups used are programmatically generated to prevent parsing errors. The element's IDs are identified uniquely.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria ● 9.4.1.2 (Web) ● 10.4.1.2 (Non-web document) ● 11.4.1.2.1 (Open Functionality Software) ● 11.4.1.2.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: The name, role, and value used in Salesforce Personalization user interface elements are mostly available to assistive technologies to describe their identity, operation, and state. However, there are a few exceptions: • Button does not communicate its disabled state: New Recommender. • Functional dropdown has a readonly attribute applied in code: New Recommender. • Button does not have an accessible name: View Personalization Pipeline Analytics. • Selected state of an option is not consistently announced: View Personalization Pipeline Analytics. • Button is incorrectly marked up as a toggle: Modify Personalization Point content.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.2.4 (Web) ● 10.1.2.4 (Non-web document) ● 11.1.2.4 (Open Functionality Software) ● 11.1.2.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs)	Web: Not Applicable	Web: Salesforce Personalization does not include any live audio or video content.

Criteria	Conformance Level	Remarks and Explanations
● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.2.5 (Web) ● 10.1.2.5 (Non-web document) ● 11.1.2.5 (Open Functionality Software) ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Not Applicable	Web: Salesforce Personalization does not include any video content.
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: Salesforce Personalization does not restrict view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) ● 11.1.3.5.1 (Open Functionality Software) ● 11.1.3.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not Applicable	Web: Salesforce Personalization does not have any input fields that require identification of purpose.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.3 (Web)	Web: Partially Supports	Web: Salesforce Personalization provides sufficient color contrast between foreground and background colors of text.

Criteria	Conformance Level	Remarks and Explanations
● 10.1.4.3 (Non-web document) ● 11.1.4.3 (Open Functionality Software) ● 11.1.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		However, there is one exception: ● Warning text does not meet minimum contrast requirements: Modify Personalization Point Content.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.4 (Web) ● 10.1.4.4 (Non-web document) ● 11.1.4.4.1 (Open Functionality Software) ● 11.1.4.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: Salesforce Personalization text and images can be resized using page browser settings and remain perceivable. However, there are a few exceptions: ● Some content truncates when the page is zoomed to 200%: New Response Template, New Engagement Signal, New Recommender, New Personalization Point, New Experiment, Personalization Decision. ● Modal functionality breaks when the page is zoomed to 200%: New Recommender, Simulate Recommender ● Navigation functionality breaks when the page is zoomed to 200%: New Engagement Signal.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) ● 11.1.4.5.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs)	Web: Supports	Web: Salesforce Personalization user interface does not contain images instead of text. All text content is HTML text.

Criteria	Conformance Level	Remarks and Explanations
● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Does Not Support	Web: Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions at 320 CSS pixels. However, there are a few exceptions: ● Content is cut off when the page is set to 320 CSS pixels: New Response Template, Personalization Decision, New Experiment. ● Content overlaps when the page is set to 320 CSS pixels: Web Agent. ● Content truncates when the page is set to 320 CSS pixels: New Response Template. ● Functionality breaks when the page is set to 320 CSS pixels: Add a Personalization Point, Modify Personalization Point Content, New Attribution Model, New Engagement Signal, New Experiment, New Personalization Point, New Recommender, Simulate Recommender, View Personalization Pipeline Analytics. ● Horizontal scroll is introduced when the page is set to 320 CSS pixels: View Attribution Analytics.

Criteria	Conformance Level	Remarks and Explanations
		• Navigation functionality breaks when the page is set to 320 CSS pixels: New Response Template, Personalization Decision.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: Visual information required to identify Salesforce Personalization user interface components and states, as well as meaningful graphical objects, is distinguishable with accepted contrast. However, there are a few exceptions: • Focus indicators do not meet minimum contrast requirements: Add a Personalization Point, Modify Personalization Point Content, New Recommender, View Personalization Pipeline Analytics, Web Agent. • Non-text objects do not meet minimum contrast requirements: View Personalization Pipeline Analytics.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: Salesforce Personalization supports various text style properties and ensures no loss of content or functionality when changes are made to setting or style properties, such as line-height and spacing. However, there are a few exceptions: • Text truncates when users increase text spacing: Personalization Decision, View Personalization Pipeline Analytics, Modify

Criteria	Conformance Level	Remarks and Explanations
		Personalization Point Content. • Content is cut off when users increase text spacing: New Recommender.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: Salesforce Personalization user interface enables low vision users to interact with and dismiss information presented on mouse pointer hover or keyboard focus. However, there are a few exceptions: • Content on hover can't be dismissed without moving the mouse: New Attribution Model, New Engagement Signal, New Experiment, New Personalization Point, New Recommender, New Response Template, Simulate Recommender. • Content on hover disappears when the mouse pointer moves over the extra content: New Engagement Signal.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Web: Supports	Web: Salesforce Personalization contains contextual navigation methods from which users can navigate to different sections or pages as desired.

Criteria	Conformance Level	Remarks and Explanations
● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.6 (Web) ● 10.2.4.6 (Non-web document) ● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Salesforce Personalization contains descriptive headings and labels to inform assistive technology users of their location and current activity.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.7 (Web) ● 10.2.4.7 (Non-web document) ● 11.2.4.7 (Open Functionality Software) ● 11.2.4.7 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: User interface components across Salesforce Personalization have a visible focus indicator when they receive keyboard focus. However, there are a few exceptions: • Interactive elements do not have a visible focus indicator: View Personalization Pipeline Analytics, Web Agent.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Partially Supports	Web: Keyboard focus of interactive elements across Salesforce Personalization is always at least partially visible. However, there is one exception: • Focused elements are completely hidden under sticky content: View Personalization Pipeline Analytics.

Criteria	Conformance Level	Remarks and Explanations
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Salesforce Personalization does not use dragging movement for operation.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Partially Supports	Web: The target size of pointer inputs across Salesforce Personalization is at least 24 by 24 CSS pixels. However, there is one exception: Touch target is not large enough: View Personalization Pipeline Analytics, View Attribution Analytics.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria 9.3.1.2 (Web) 10.3.1.2 (Non-web document) 11.3.1.2 (Open Functionality Software) – Does not apply 11.3.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: The human language information in the Salesforce Personalization user interface utilizes HTML5 language markup for elements that are directly accessible by commonly available assistive technologies.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria 9.3.2.3 (Web) 10.3.2.3 (Non-web document) – Does not apply 11.3.2.3 (Open Functionality Software) – Does not apply 11.3.2.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508	Web: Supports	Web: Salesforce Personalization provides consistent and repeated top menu navigation mechanisms across all pages.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria 9.3.2.4 (Web) 10.3.2.4 (Non-web document) – Does not apply 11.3.2.4 (Open Functionality Software) – Does not apply 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Components and user interface controls with the same functionality are identified consistently across Salesforce Personalization.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.3 (Web) 10.3.3.3 (Non-web document) 11.3.3.3 (Open Functionality Software) 11.3.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Salesforce Personalization provides suggestions for the correction of errors, including the identification of required fields.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software)	Web: Supports	Web: Data entered by users within Salesforce Personalization functionalities is checked using validation methods to help users confirm and correct data submissions.

Criteria	Conformance Level	Remarks and Explanations

● 11.3.3.4 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)		

3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: Supports	Web: Salesforce Personalization does not rely on cognitive function tests for authentication processes.

4.1.3 Status Messages (Level AA 2.1 and 2.2)
    Also applies to:
    EN 301 549 Criteria
        ● 9.4.1.3 (Web)
        ● 10.4.1.3 (Non-web document)
        ● 11.4.1.3 (Open Functionality Software)
        ● 11.4.1.3 (Closed Software) – Does not apply
        ● 11.8.2 (Authoring Tool)
        ● 12.1.2 (Product Docs)
        ● 12.2.4 (Support Docs)
    Revised Section 508 – Does not apply
	Web: Partially Supports	Web: Salesforce Personalization provides status messages that can be programmatically determined using roles or properties that assistive technologies can present without moving focus.
		
		However, there are a few exceptions:
		• Status messages are not announced: New Experiment, Add a Personalization Point, New Experiment.
		• Loading state is not announced by assistive technologies: New Engagement Signal.
		• Dynamically updating content is not announced by assistive technologies: View Personalization Pipeline Analytics.

Table 3: Success Criteria, Level AAA

Notes: This product has not been evaluated for WCAG 2.2 Level AAA conformance.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Web: Partially Supports	Web: Salesforce Personalization uses standard HTML and WAI-ARIA attributes to describe the identity, operation and state of user interface elements to assistive technologies. The core features and controls are reachable using the keyboard alone and are announced by assistive technology. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.2 With Limited Vision	Web: Partially Supports	Web: Salesforce Personalization partially supports standard browser magnification. The content is mostly compatible with assistive technologies and mostly supports screen readers for people with visual disabilities. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.3 Without Perception of Color	Web: Partially Supports	Web: Salesforce Personalization does not use color as the only means of conveying information. Color is only used as a decorative or

Criteria	Conformance Level	Remarks and Explanations
		supplemental attribute of user interface elements.

The visual presentation of text mostly has a sufficient contrast ratio for the foreground and background colors.

However, there are some exceptions. Refer to the WCAG 2.x section for details. |
302.4 Without Hearing	Web: Not Applicable	Web: Salesforce Personalization does not include audio-only features that require hearing to be used.
302.5 With Limited Hearing	Web: Not Applicable	Web: Salesforce Personalization does not include audio-only features that require hearing to be used.
302.6 Without Speech	Web: Supports	Web: Salesforce Personalization does not require speech to operate or retrieve information.
302.7 With Limited Manipulation	Web: Partially Supports	Web: Salesforce Personalization supports standard input mechanisms such as touch events and simple gestures. Using the user interface does not require fine motor skill controls or simultaneous actions.

The user interface and controls mostly have large target areas that do not create problems for individuals who lack fine motor skills or those with limited reach and strength. |

Criteria	Conformance Level	Remarks and Explanations
		However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.8 With Limited Reach and Strength	Web: Supports	Web: Salesforce Personalization does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Salesforce Personalization can be executed either by a mouse click or simple keystrokes (e.g., Tab, Space, alpha keys, Alt).
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: Partially Supports	Web: Salesforce Personalization does not function in a way that is prohibitive to users with cognitive or learning disabilities. End-users with disabilities can open a support request directly at http://help.salesforce.com However, there are some exceptions. refer to the WCAG 2.x section for details.

Chapter 4: Hardware

Notes: This product is a web application and is not subject to the requirements of this section.

Chapter 5: Software

Notes: This product is a web application and is not subject to the requirements of this section.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Salesforce provides electronic versions of all product support documentation related to this product. End-users with disabilities can request additional product support documentation by opening a new case at **http://help.salesforce.com**
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	End-users with disabilities can request additional product support documentation by opening a new case at **http://help.salesforce.com**
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Salesforce provides electronic versions of all product support documentation related to this product's accessibility. End-users with disabilities can request additional product support documentation by opening a new case at **http://help.salesforce.com**
603.3 Accommodation of Communication Needs	Heading cell – no response required	Heading cell – no response required

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Notes:

Clause [4: Functional Performance Statements](#) (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Web: Partially Supports	Web: Salesforce Personalization uses standard HTML and WAI-ARIA attributes to describe the identity, operation and state of user interface elements to assistive technologies. The core features and controls are reachable using the keyboard alone and are announced by assistive technology. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.2 Usage with limited vision	Web: Partially Supports	Web: Salesforce Personalization partially supports standard browser magnification. The content is mostly compatible with assistive technologies and mostly supports screen readers for people with visual disabilities. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.3 Usage without perception of color	Web: Partially Supports	Web: Salesforce Personalization does not use color as the only means of conveying information. Color is only used as a decorative or

| | | supplemental attribute of user interface elements.

The visual presentation of text mostly has a sufficient contrast ratio for the foreground and background colors.

However, there are some exceptions. Refer to the WCAG 2.x section for details. |
|---|---|---|
| 4.2.4 Usage without hearing | Web: Not Applicable | Web: Salesforce Personalization does not include audio-only features that require hearing to be used. |
| 4.2.5 Usage with limited hearing | Web: Not Applicable | Web: Salesforce Personalization does not include audio-only features that require hearing to be used. |
| 4.2.6 Usage with no or limited vocal capability | Web: Supports | Web: Salesforce Personalization does not require speech to operate or retrieve information. |
| 4.2.7 Usage with limited manipulation or strength | Web: Partially Supports | Web: Salesforce Personalization supports standard input mechanisms such as touch events and simple gestures. Using the user interface does not require fine motor skill controls or simultaneous actions.

The user interface and controls primarily feature large target areas that do not pose problems for individuals with limited fine motor skills or those with reduced reach and strength.

However, there are some exceptions. Refer to the WCAG 2.x section for details. |

4.2.8 Usage with limited reach	Web: Supports	Web: Salesforce Personalization is not installed and does not require physical reach.
4.2.9 Minimize photosensitive seizure triggers	Web: Supports	Salesforce Personalization does not include visual features with flashing that could trigger seizures.
4.2.10 Usage with limited cognition, language or learning	Web: Partially Supports	Web: Salesforce Personalization does not function in a way that is prohibitive to users with cognitive or learning disabilities. End-users with disabilities can open a support request directly at http://help.salesforce.com However, there are some exceptions. refer to the WCAG 2.x section for details.
4.2.11 Privacy	Web: Supports	Web: Salesforce Personalization does not impede the usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to screen reader announcements.

Clause 5: Generic Requirements

Notes: Not Applicable

Clause 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

Clause 7: ICT with Video Capabilities

Notes: Not Applicable

Clause 8: Hardware

Notes: Not Applicable

Clause [9: Web](#) *(see [WCAG 2.x section](#))*

Notes: Not Applicable

Clause [10: Non-Web Documents](#)

Notes: Not Applicable

Clause [11: Software](#)

Notes: Not Applicable

Clause [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	See information in WCAG 2.x (602.2) section.
12.1.2 Accessible documentation	See [WCAG 2.x](#) section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	See information in WCAG 2.x (603.2) section.
12.2.3 Effective communication	Not Applicable	
12.2.4 Accessible documentation	See [WCAG 2.x](#) section	See information in WCAG 2.x section

Clause [13: ICT Providing Relay or Emergency Service Access](#)

Notes: Not Applicable